FFR Training

Partnering with you to create valued learning experiences that deliver measurable performance improvement.

Julie K. Smith
Randy Sells
FFR Training
13 October 2010

The Flood

- Thank you!
- Duplicating is moving
- Computer services is moving
- Continued patience

N947 Charter

- Fleet and Family Readiness Training (N947) was chartered to develop partnerships that consolidate and centralize N9 learning and development management and support.
- Mission: Our mission is to improve FFR workforce performance through individual and organizational development.
- Vision: We develop a world class FFR workforce who serves Sailors and their families

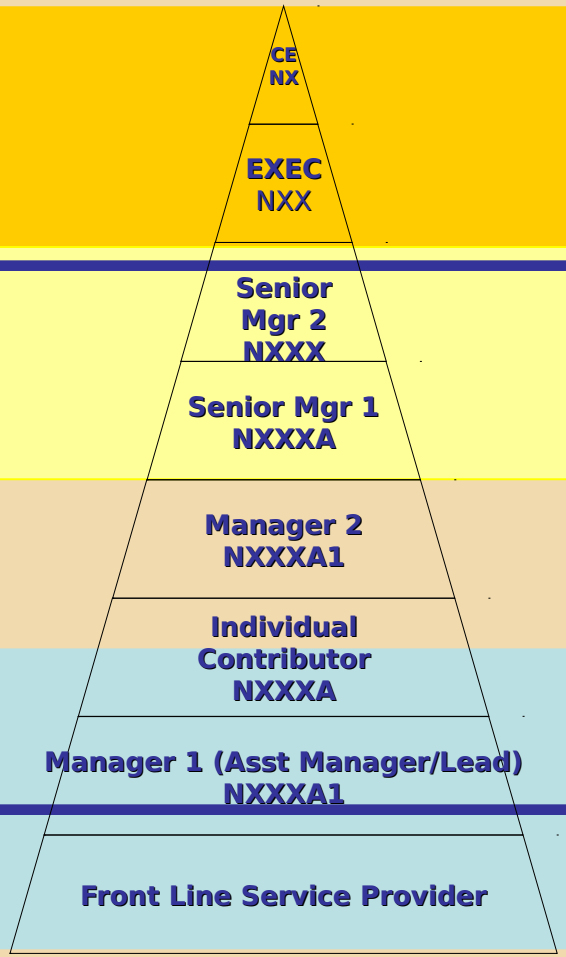
FFR Leadership and Professional Development Curricula

A
Define

B
Direct

C
Develop

D
Deliver



E
Professional Development for Managers Series

A = Executives who DEFINE the vision who

B = Senior Managers who DIRECT Resources

C = Managers who DEVELOP others

D = Managers and Service Providers DELIVER results

E = Professional Development for Managers Series focus

New N947 Learning Products

- FFR Professional Development for Managers Series
  - Leadership (Blended)
    - Activating Change OCT
    - Leading Innovation NOV
    - Sneak Peek for N9 Executives OCT/NOV
  - Leadership (Classroom – PILOT)
    - What It Takes to Succeed NOV
    - Getting the Information You Need NOV
    - Building Trust Under Pressure NOV/DEC
    - Building Team Pride and Purpose NOV/DEC
    - Helping Your Team Work NOV
    - Developing Others NOV
    - Providing Constructive Feedback DEC

New N947 Learning Products, continued

- Finance and Staffing
  - Selecting the Right Staff — NOV
  - APF & NAF Financial Analysis — DEC
  - NAF Budget Planning — JAN
  - Establishing Fees & Prices — FEB
- Sales
  - Under development
- Priming for Performance 2QFY11
  - Under development
  - Data collection in progress
  - Focuses on FFR business issues

Under Development

- Virtual Office
  - Fleet Readiness Resource Book
- Learning Management System (LMS)
  - Centralized Registration System
    - Feed to SAP HR and TWMS
  - Automated & Strategic Communication
    - Learning Event Announcements
    - Training/Certification Requirements
    - Career Pathing
  - Content Management
    - SCORM Compliant
  - Contract awarded by 31 OCT 2010

Click Here To Meet
Your Virtual Facilitator
FFR
facebook
N9 News
BLAST
COMPLETION
VADM VITALE'S 5 PRINCIPLES
1. Always do your best with class and style.
2. Always do what's right.
3. Treat everyone with dignity and respect.
4. Always look for a better way.
5. Always remember to enjoy yourself.
We're members of the world's greatest Navy.
CNIC
FFR CAREER DEVELOPMENT
FFR NAVY-SPECIFIC CORE BUSINESS
FFR LEADERSHIP, SALES AND SERVICE
HOUSING PROGRAMS
FAMILY READINESS PROGRAMS
FLEET READINESS PROGRAMS
FFR
CNIC
NAVY
NKO
USAJOBS
Jobs
Gateway
FFR PROTOCOL
COMMANDER'S GUIDANCE
NAVY INSTRUCTIONS
FRR ACRONYMS & GLOSSARY
Fri
22
Oct
Welcome to Your Virtual Office
EXIT

Under Development

- Virtual Office
  - Fleet Readiness Resource Book
- Learning Management System (LMS)
  - Centralized Registration System
    - Feed to SAP HR and TWMS
  - Automated & Strategic Communication
    - Learning Event Announcements
    - Training/Certification Requirements
    - Career Pathing
  - Content Management
    - SCORM Compliant
- Contract awarded NOV 2010

N947 Continues to Offer

- Star Service
  - Creating Stellar Customer Relations
    - Four individual modules or 2-day format
      - Reaching, Caring, Healing, Dazzling
  - Coaching for Extraordinary Service (CfES)
  - Customer Oriented Enterprise (COE)
    - Cycle of Service Improvement Team (COSIT)
    - Service Quality Caller (SQC)

SIX DISCIPLINES OF BREAKTHROUGH LEARNING™

- Define business outcomes
- Design complete learning experience
- Deliver for application on the job
- Drive follow-through management
- Deploy active support
- Document results

™ Cal Wick, Roy Pollock, Andy Jefferson, Richard Flanagan – Fort Hill Company

Transfer of Training

- BEFORE
  - Supervisor or employee identifies performance gap and determines learning solution
  - Supervisor and employee review learning objectives and mutually agree upon business based outcomes
- DURING
  - Supervisor removes barriers to learning
  - Employee actively engages in learning process
- AFTER
  - Employee and Supervisor meet to apply learning outcomes
  - Employee applies new skills as soon as possible
  - Supervisor coaches and rewards desired performance
  - Complete data collection call

Recognize and Reward

- Current Virtual Facilitators
  - Virtual Facilitators for Finance and Staffing Learning Events
    - Certification Process Under Development
  - Five Master Virtual Facilitators/Six Master Virtual Producers
- Traits of an Online Facilitator
  - Recruit and Nominate

Connecting Four

- Partner with N947
  - Synchronize
    - Virtual Office
    - Learning Management System
    - Identify Online Facilitators
  - Align
    - Support career pathing
    - Future leadership development
  - Standardize
    - Eliminate duplication
    - Save resources
  - Innovate
    - Create with us

FFR Learning and Development Opportunities

Standardized Core

FFR Navy-specific core business tasks learning events

- NAF Budget Planning
- APF/NAF Financial Analysis
- Establish Fees and Charges
- Selecting the Right Staff

FFR core Leadership, Service and Sales behaviors

- Leading Innovation
- Activating Changes
- Creating Stellar Customer Relations
- Coaching for Extraordinary Service
- 83 new learning modules with blended delivery modalities

Standardized Program-specific

Fitness, Sports & Deployed Forces

- Afloat Recreation Fund Management
- Command Fitness Trainer
- Mission Nutrition

Lodging (official & leisure)

- Housekeeping Performance Package
- FreshRevenues initiative

Food and Beverage

- Alcohol Server Training (CARE)

Thank You!

- Questions
- Learning Event Updates
  - Julie.k.smith@navy.mil
- Facilitator Information
  - Randy.Sells@navy.mil